

Non-initialized Cell Phone Call Reporting Form

State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

PURPOSE: We are gathering information on the number of calls to PSAPs by non-initialized phones. As you may know, the Federal Communications Commission ("FCC") requires the delivery of all wireless (cellular phone) 911 calls to public safety answering points ("PSAPs"), including calls from non-initialized phones. The FCC has stated that PSAPs must work with carriers and law enforcement to block harassing calls from non-initialized phones, but the FCC has not provided any indication of what qualifies as a "harassing" call or what "blocks" PSAPs may use. The Tennessee Emergency Communications Board has submitted a petition to the FCC for clarification.

DEFINITIONS: For purposes of this form, the following definitions apply:

Non-initialized phone: A cell phone that is not registered for service with any wireless carrier and cannot be called back by a PSAP because it has no dialable number. The phone may previously have been initialized by a wireless carrier but currently is not subscribed to service. The telephone number shown in the ALT# field will normally begin with 911.

Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 3/18/08 PSAP: Groton Name: Alsp4
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1524

Number of suspected calls received from suspected single caller: 1 ALT# _____

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

hang up - unk if accidental

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the call:

Threatening in nature? Yes _____ No _____ Bogus calls for help? Yes _____ No _____

Prank call? Yes _____ No _____ Hang up(s)? Yes _____ No _____

Accidental dial? Yes _____ No _____

Other? Yes _____ No _____ (If yes, please explain: _____)

How much time (approximate) did call takers or dispatchers spend on the call(s)? 2 sec

How much time (approximate) did emergency service providers spend on the call(s)? _____

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

hang up - nothing stated

Fax or email all information to:

Jeffrey Vannais- PSAP Representative, Enhanced 9-1-1 Commission
Fax: 860-610-6294 Email: jvannais@ci-east-hartford.ct.us

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 3/19/08 PSAP: Groton ECC Name: Deborah Main
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1242-1244

Number of suspected calls received from suspected single caller: 3 ALT# 911-509-9575

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 2 seconds.

How much time (approximate) did emergency service providers spend on the call(s)? 8 seconds.

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 3/21/08 PSAP: GROTON ECC Name: Deborah Main
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1535

Number of suspected calls received from suspected single caller: 1 ALT# 911-118-0005

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? _____

How much time (approximate) did emergency service providers spend on the call(s)? _____

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

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Date: 3/21/08 PSAP: GROTON Name: MICHAEL PARENTOTH
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1918, 1920, 1922, 1923, 1925

Number of suspected calls received from suspected single caller: 5 ALT# 911 004 4669

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature? Yes ☐ No ☐ Bogus calls for help? Yes ☐ No ☐

Prank call? Yes ☐ No ☐ Hang up(s)? Yes ☒ No ☐

Accidental dial? Yes ☐ No ☐

Other? Yes ☐ No ☐ (If yes, please explain: _____)

How much time (approximate) did call takers or dispatchers spend on the call(s)? 5 MIN

How much time (approximate) did emergency service providers spend on the call(s)? 0 MIN

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

OPEN LINES NO TALKING CAN HEAR PERSON ON LINE

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Date: 3/22/8 PSAP: Groton Name: Michael Gilman
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1817

Number of suspected calls received from suspected single caller: _____ ALT# _____

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes _____ No _____	Bogus calls for help?	Yes _____ No _____
Prank call?	Yes <input checked="" type="checkbox"/> No _____	Hang up(s)?	Yes _____ No _____
Accidental dial?	Yes _____ No _____		
Other?	Yes _____ No _____	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? _____

How much time (approximate) did emergency service providers spend on the call(s)? _____

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

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Date: 03/22/08 PSAP: Groton Name: 22
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1515

Number of suspected calls received from suspected single caller: 1 ALT# _____

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes _____ No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes _____ No _____
Prank call?	Yes _____ No <input checked="" type="checkbox"/>	Hang up(s)?	Yes _____ No _____
Accidental dial?	Yes _____ No <input checked="" type="checkbox"/>		
Other?	Yes <input checked="" type="checkbox"/> No _____ (If yes, please explain: <u>unsucc - Spanish speaking toddler</u>		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 2 min no apparent distress

How much time (approximate) did emergency service providers spend on the call(s)? 2 min

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Date: 3/25/08 PSAP: GROTON Name: RICH FOREMAN
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1154 hr

Number of suspected calls received from suspected single caller: 1 ALT# —

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/>	(If yes, please explain: <u>MOM had infant playing w/ phone</u>)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 1 Minute

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

PARENT WASH WAS ALLOWING INFANT TO PLAY W/ PHONE
THU HE GOT US.

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Date: 3/28/08 PSAP: GROTON Name: MICHAEL PARENTON
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1919

Number of suspected calls received from suspected single caller: 1 ALT# 911 132 3780

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 1

How much time (approximate) did emergency service providers spend on the call(s)? 1

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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CFS 040108-57

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Date: 4/1/08 PSAP: GROTON CT Name: UNKN
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1420

Number of suspected calls received from suspected single caller: _____ ALT# _____

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

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Threatening in nature?	Yes _____ No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes _____ No <input checked="" type="checkbox"/>
Prank call?	Yes _____ No <input checked="" type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/>
Accidental dial?	Yes _____ No <input checked="" type="checkbox"/>	CAN NOT DETERMINE	
Other?	Yes _____ No <input checked="" type="checkbox"/>	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 2 1 MINUTE

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/1/08 PSAP: Groton ECC Name: D. Main
(Where call received) (Call taker)

Time or period of time that individual or multiple call(s) were received: 1405

Number of suspected calls received from suspected single caller: 1 ALT# 911-092-6880

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before local help could be established:

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature? Yes ☐ No ☐ Bogus calls for help? Yes ☐ No ☐

Prank call? Yes ☐ No ☐ Hang up(s)? Yes ☐ No ☐

Accidental dial? Yes ☒ No ☐

Other? Yes ☒ No ☐ If yes, please explain: open line, we one spoke, sounded like tv in background
1st non english speaker, 2nd stated new ipod, hit wrong button.

How much time (approximate) did call taker or dispatchers spend on the call(s)? 4 min

How much time (approximate) did emergency service providers spend on the call(s)? NONE

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

Fax or email all information to:

Jeffrey Vannais- PSAP Representative, Enhanced 9-1-1 Commission
Fax: 860-610-6294 Email: jvannais@ci.east-hartford.ct.us

Non-initialized Cell Phone Call Reporting Form

State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

PURPOSE: We are gathering information on the number of calls to PSAPs by non-initialized phones. As you may know, the Federal Communications Commission ("FCC") requires the delivery of all wireless (cellular phone) 911 calls to public safety answering points ("PSAPs"), including calls from non-initialized phones. The FCC has stated that PSAPs may work with carriers and law enforcement to block harassing calls from non-initialized phones, but the FCC has not provided any explanation of what qualifies as a "harassing" call or what "blocks" PSAPs may use. The Tennessee Emergency Communications Board has submitted a petition to the FCC for clarification.

DEFINITIONS: For purposes of this form, the following definitions apply:

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/2/08 PSAP: GROTON Name: MICHAEL PARENTO
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 2:10

Number of suspected calls received from suspected single caller: 1 ALT# 911 298 0800

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 1

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Non-initialized Cell Phone Call Reporting Form

State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/2/08 PSAP: GROTON Name: MICHAEL PABINTON
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 2335

Number of suspected calls received from suspected single caller: 1 ALT# 911 186 2030

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call), or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 1

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Non-initialized Cell Phone Call Reporting Form State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/6/08 PSAP: TOWN OF GROTON Name: DREESMAN
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 0122

Number of suspected calls received from suspected single caller: 1 ALT# _____

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature?	Yes _____ No _____	Bogus calls for help?	Yes _____ No _____
Prank call?	Yes _____ No _____	Hang up(s)?	Yes <input checked="" type="checkbox"/> No _____
Accidental dial?	Yes _____ No _____		
Other?	Yes _____ No _____	if yes, please explain: _____	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 1 MIN

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Non-initialized Cell Phone Call Reporting Form State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/6/08 PSAP: Groton Name: Cindy Grant
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1627

Number of suspected calls received from suspected single caller: 1 ALT# 911-066-9890

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call), or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 10 seconds

How much time (approximate) did emergency service providers spend on the call(s)? _____

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Fax: 860-610-6294

Email: jvannais@ci-east-hartford.ct.us

Non-initialized Cell Phone Call Reporting Form

State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/6/08 PSAP: Groton Name: Cindy Grant
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1159

Number of suspected calls received from suspected single caller: 1 ALT# 911-140-4469

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call), or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 1 min 10 sec.

How much time (approximate) did emergency service providers spend on the call(s)? _____

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Non-initialized Cell Phone Call Reporting Form State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

PURPOSE: We are gathering information on the number of calls to PSAPs by non-initialized phones. As you may know, the Federal Communications Commission ("FCC") requires the delivery of all wireless (cellular phone) 911 calls to public safety answering points ("PSAPs"), including calls from non-initialized phones. The FCC has stated that PSAPs may work with carriers and law enforcement to block harassing calls from non-initialized phones, but the FCC has not provided any explanation of what qualifies as a "harassing" call or what "blocks" PSAPs may use. The Tennessee Emergency Communications Board has submitted a petition to the FCC for clarification.

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

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Date: 4/7/08 PSAP: Groton ECC Name: Deborah Main
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1007

Number of suspected calls received from suspected single caller: 1 ALT# 911-016-7147

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

took phone off charger and the screen had SOS CRASH on the screen and she didn't know what it meant or what to do. She said the phone is her husbands. 16 crosswinds Dr.

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: <u>see above</u>)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 4 min.

How much time (approximate) did emergency service providers spend on the call(s)? 4 min.

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Non-initialized Cell Phone Call Reporting Form

State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

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Date: 4/7/08 PSAP: GROTON Name: 33
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1804

Number of suspected calls received from suspected single caller: 2 ALT# _____

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature?	Yes _____ No _____	Bogus calls for help?	Yes _____ No _____
Prank call?	Yes _____ No _____	Hang up(s)?	Yes <u>X</u> No _____
Accidental dial?	Yes _____ No _____		
Other?	Yes <u>X</u> No _____	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 2 MIN

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

HANG UP FOR 1ST CALL. MALE VOICE SAYING
"HUI4" AND THEN CALLER HANGS UP

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Non-initialized Cell Phone Call Reporting Form

State of Connecticut PSAP's

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Date: 4/7/08 PSAP: GROTON Name: 33
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: _____

Number of suspected calls received from suspected single caller: _____ ALT# _____

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes _____ No _____	Bogus calls for help?	Yes _____ No _____
Prank call?	Yes _____ No _____	Hang up(s)?	Yes _____ No _____
Accidental dial?	Yes _____ No _____		
Other?	Yes <u>X</u> No _____	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 1 MIN

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

OPEN LINE

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Non-initialized Cell Phone Call Reporting Form State of Connecticut PSAP's

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DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/8/08 PSAP: GROTON Name: Rich Foreman
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1217

Number of suspected calls received from suspected single caller: 1 ALT#

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	(If yes, please explain: <u></u>)	
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/>		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 1 Minute

How much time (approximate) did emergency service providers spend on the call(s)? N/A

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

child was Given phone TO play w/ NOT
sure how it dialed 9-1-1.

Fax or email all information to:

Jeffrey Vannais- PSAP Representative, Enhanced 9-1-1 Commission
Fax: 860-610-6294 Email: jvannais@ci-east-hartford.ct.us

Non-initialized Cell Phone Call Reporting Form

State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

PURPOSE: We are gathering information on the number of calls to PSAPs by non-initialized phones. As you may know, the Federal Communications Commission ("FCC") requires the delivery of all wireless (cellular phone) 911 calls to public safety answering points ("PSAPs"), including calls from non-initialized phones. The FCC has stated that PSAPs may work with carriers and law enforcement to block harassing calls from non-initialized phones, but the FCC has not provided any explanation of what qualifies as a "harassing" call or what "blocks" PSAPs may use. The Tennessee Emergency Communications Board has submitted a petition to the FCC for clarification.

DEFINITIONS: For purposes of this form, the following definitions apply:

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/8/08 PSAP: GROTON Name: Rich. Fureman
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 0751

Number of suspected calls received from suspected single caller: 1 ALT# _____

For any **legitimate** calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

- Hang up

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature?	Yes _____ No _____	Bogus calls for help?	Yes _____ No <u>_____</u>
Prank call?	Yes _____ No _____	Hang up(s)?	Yes <u>_____</u> No _____
Accidental dial?	Yes _____ No _____		
Other?	Yes _____ No _____ (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 1 Minute

How much time (approximate) did emergency service providers spend on the call(s)? N/A

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

hang up -

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

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Date: 4/6/08 PSAP: GROTON Name: 33
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 2014

Number of suspected calls received from suspected single caller: 1 ALT# 911-148-86048

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 1 MIN

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Non-initialized Cell Phone Call Reporting Form

State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/9/08 PSAP: Groton ECC Name: Deborah Main
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 0948

Number of suspected calls received from suspected single caller: 1 ALT# 911-137-8635

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 5 SECS

How much time (approximate) did emergency service providers spend on the call(s)? —

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Non-initialized Cell Phone Call Reporting Form

State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/9/08 PSAP: GROTON Name: 33
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1800

Number of suspected calls received from suspected single caller: 1 ALT# 911-735-0980

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 1 min

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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State of Connecticut PSAP's

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

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Date: 4/12/08 PSAP: GROTON Name: MICHAEL PARENTOTH
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 0456

Number of suspected calls received from suspected single caller: 1 ALT# 911 568 3670

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 1

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Non-initialized Cell Phone Call Reporting Form

State of Connecticut PSAP's

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

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Date: 4/14/08 PSAP: GROTON Name: MICHAEL PARENTI
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1101

Number of suspected calls received from suspected single caller: 1 ALT# 911 699 3671

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 1

How much time (approximate) did emergency service providers spend on the call(s)? 1

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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